DUTY STATEMENT

GS 907T (REV. 03/05)

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY

INSTRUCTIONS: Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-**10731-ETS**	EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY	POSITION NUMBER (Agency - Unit - Class - Serial)
Enterprise Technology Solutions	306-072-1384-XXX
UNIT NAME AND CITY LOCATED	**CLASS TITLE**
Core Services – West Sacramento	Data Processing Manager II
WORKING DAYS AND WORKING HOURS	**SPECIFIC LOCATION ASSIGNED TO**
Monday through Friday 8 a.m. to 5 p.m.	West Sacramento, Yolo County
PROPOSED INCUMBENT (If known)	**CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)**
	306-072-1558-002

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the direction of the Data Processing Manager III, the incumbent is responsible for the long term oversight and daily management of the Virtualization and Core Services unit which provides administration and operations for the virtual infrastructure and core applications needed to support DGS computing environment, such as Oracle, SQL, SharePoint and VMWare.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use additional sheet if necessary)*
30%	All work to be accomplished in accordance with DGS Information Technology Standards; the State Administrative Manual (SAM) Sections 4800 through 5953 and Sections 6700 through 6780; Department of Finance's Statewide Information Management Manual (SIMM); Department of Finance's Office of Technology Review, Oversight and Security (ITSOS) rules and policies; Department of Finance's Desktop and Mobile Computing Policy (DMCP); the State's IT Security Policy; and annual updates to the above policies and procedures which are addressed through Budget Letters to ensure compliance with government regulations and rules. The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations. **ESSENTIAL FUNCTIONS** Provide oversight of the technical administration and operations of the statewide departmental virtualized operations infrastructure and core applications: • Plan, prioritize, direct, monitor, and control the work within the Core Services Unit for VMWare, Windows, Linux, Sharepoint, Oracle, SQL, and IIS. • Provide consultation and direction to the IT support staff in workload management. • Consult on the most complex and sensitive projects regarding the technical administration and operations of the statewide departmental virtualized operations infrastructure and core applications. • Oversee the budgetary, contractual, and administrative requirements for the technology products to support the unit, by ensuring procurements and renewals for hardware and software are valid and complete.

SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
Trisha Roman		

EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

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% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use additional sheet if necessary)*
25%	• Direct the processing of required project documentation with the oversight and control agencies such as OTech. • Serve as technical advisor to the IT Staff within the Core Service Unit to provide mentorship and guidance as well as third level troubleshooting support to troubleshoot and resolve problems encountered in the environment. • Administers the policies, standards and procedures to support the program and technologies within the unit. • Create and implement service level agreements with customer units, in support of ETS goals for the products and services provided by the unit. • Oversees the development of contingency plans to support the Technology Recovery Plan for products and services in the work unit. • Ensures the documentation of server hardware and software configuration standards on the most complex systems. • Make application, production and operation presentations to upper management. • Develop and present impact assessments of proposed executive and legislative changes. In order to ensure reliable and consistent use and operation of the most complex DGS software in accordance with the above stated guidelines, the incumbent provides the operational oversight role over the virtualization and core services by performing the following duties: • Validate and control the implementation of customer support, server, and database support for DGS headquarters and remote locations. • Oversee the problem, change, and release management processes and escalate issues to appropriate ETS servicing units. • Oversee the collection, monitoring and reporting of costs, schedules, and benefits for department customer support, production, operations and desktop support services and projects. • Validates metrics on services to support service level agreements. • Compose and/or review network communication alerts, disruptions, and planned outages. • Oversee the development, testing, and implementation of customer support center services and related procedures. • Oversee the generation of workload and status reports using the Department's IT Remedy tracking tool. • Conduct, review, and test training materials associated with Information Technology System Administrator requirements. • Prepare and reviews status reports on various assigned projects.
15%	In order to ensure reliable and consistent use of DGS software in accordance with the above stated guidelines, the incumbent provides the development of methodologies, standards, and training by performing the following duties: • Oversees formulation of policies for project initiation. • Oversees the development of methodologies and standards for systems development, implementation and maintenance. • Direct troubleshooting of complex problems in production environment. • Manage the request for system changes through the change control and configuration management. • Review plans, designs and system specifications developed by other project managers. • Conduct trainings, seminars, conferences, and presentations on new technologies and procedures.
15%	In order to manage the large number of diverse projects undertaken by DGS, and to ensure that project priorities are met while balancing current and future needs, the incumbent utilizes project management tools and methodologies as defined with industry and ETS project standards: • Ensure proactive communication with clients and management in order to keep them abreast of project status using project meetings, e-mail and status reports in accordance with the ETS Communications Plan. • Apprise Infrastructure Services Section Chief of the status and progress of work unit operations. • Oversee the review and approval of technical documents written by technical staff for services provided to other DGS Divisions in order to provide quality assurance. • Develop procedures and methodologies outlining the steps to follow to complete projects and assignments by developing project implementation timelines, action plans and work unit procedures.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use additional sheet if necessary)*
10%	• Oversee the performance of contractors, consultants and vendors in order to ensure that desired levels of service are provided. • Ensure the maintenance of project management schedules by updating and revising activity and milestone schedules, resources requirement and other task-related information in order to ensure accurate, updated project information and statistics. • Oversee the Identification of problems and issues that impact the progress of work projects and assignments by identifying time constraints, resource limitations, scheduling conflicts and scope creep. • Oversee the identification of appropriate alternatives to resolve problems related to the completion of work projects by modifying schedules, adjusting deliverable dates, altering resource allocations in order to ensure timely resolution and minimize impact. • Prioritize and schedule work to be completed by the work team by developing action plans for assignments and determine the assignment and order of project steps to be completed by each team member. • Manage conflicting priority requests for work unit services and products required by various departmental programs. • Oversee the daily call center/help desk issues using DGS standard help desk monitoring tool. Employee Leave Accounting: In order to maintain an accurate reporting to the State Controller's Office (SCO) for issuance of correct payroll warrants of staff time and accurate reporting for activities of internal overhead distribution through the use of the Project Accounting and Leave (PAL) system in accordance with DGS policies and guidelines, Memorandum of Understanding provisions and State Personnel Board and CalHR laws and rules: • Grant or deny staff requests for time off or request to work overtime. • Ensure staff has sufficient leave credits available for requested leave. • Approve PAL entries for staff on dock or AWOL on or before the designed SCO payroll cut-off date (to ensure correct issuance of SCO warrant for payday) Approve or disapprove PAL entries for staff within three working days after the completion of the pay period (to ensure correct issuance of SCO warrants and proper recording of time spent on work for internal clients). • Identify performance expectations utilizing probationary reports and/or Individual Development plans and convey expectations to the employee via written and verbal communication/direction. • Monitor performance through various production documents, supervisor's daily reports, personal observations, one-on-one meetings and by following-up with employee to ensure that performance expectations are being met. • Provide feedback to employees on performance noting exceptional performance as well as areas of improvement through regular discussions. • Sustain employee performance using the departmental constructive intervention and progressive discipline principles and processes. • Assess and provides staff training, methods, priorities and deadlines and approves formal training plans necessary to perform tasks effectively. • Prepare daily, weekly and monthly management unit reports to Section Manager/CTO using established ETS forms and report formats. • Assist in the recruitment of staff. • Participate in interview panels.
5%	**MARGINAL FUNCTIONS** • Attend team, section and department meetings and training. • Keep executives, managers and stakeholders informed of status of ongoing projects and tasks. • Responsible for preparing management reports for status of projects and/or assignments. **KNOWLEDGE AND ABILITIES** ***Knowledge of:*** Principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting, and project management and evaluation; employee supervision, training, development and personnel management; current computer industry technology and practices; principles of data processing systems design, programming, operations, and controls; State level policies and procedures relating to EDP; the department's goals and policies; department's Equal Employment Opportunity

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	Program objectives; a manager's role in the Equal Employment Opportunity Program and the processes available to meet Equal Employment Opportunity objectives.

Ability to: Develop and evaluate alternatives, make decisions and take appropriate action; establish and maintain priorities; effectively develop and use resources; identify the need for and assure the establishment of appropriate administrative procedures; plan, coordinate and direct the activities of a data processing staff; make effective use of interdisciplinary teams; reason logically and creatively and use a variety of analytical techniques to resolve managerial problems; present ideas and information effectively, both orally and in writing; consult with and advise administrators and other interested parties on a variety of subject-matter areas, translating technical data processing terms into everyday language; gain and maintain the confidence and cooperation of others; and effectively contribute to the department's Equal Employment Opportunity objectives.

DESIRABLE QUALIFICATIONS
- Experience with virtualized server and network operations and infrastructure components.
- Knowledge of Federal and state IS security and privacy-related regulatory requirements.
- Working knowledge of technical planning, administration, and management of information systems, operational and technical security controls, and security risk analysis and management.
- Experience with security operations infrastructure design, implementation and maintenance projects in a lead or supervisory capacity.
- Must understand and be able to supervise technical skills (design, development, and maintenance) as well as possess knowledge of applicable hardware and software.
- Management\Leadership training.
- Demonstrate a service oriented, customer relations-sensitive attitude.
- Knowledge of the DGS technology environment.
- Project Management training.

SPECIAL PERSONAL CHARACTERISTICS
- Must understand the importance of meeting business needs through innovative solutions.
- Willingness as a leader to do routine or detailed work in order to learn the practical application of administrative principles.

INTERPERSONAL SKILLS
- Ability to act tactfully in difficult situations, negotiate and resolve issues without confrontation, follow, lead and coach others, and communicate in a clear and concise manner.
- Ability to make presentations at the appropriate level.
- Ability to identifies, defines, and articulates issues and risks and also track, facilitate and monitor their resolution.

ADDITIONAL QUALIFICATIONS
- Ability to act independently, be open-minded and flexible to other ideas and solutions, and be tactful.
- Ability to communicate effectively orally and in writing.
- Ability to handle multiple tasks, be creative, highly motivated and handle rapidly changing priorities and demonstrate leadership ability.

WORK ENVIROMNET, PHYSICAL OR MENTAL ABILITIES
- Professional office environment.
- Present self professionally and according to current policy.
- Effectively handle stress and deadlines.
- Make presentations to other managers and supervisors.
- Consistently exercise a high degree of independence.
- Use a PC to communicate and prepare written material and presentations. |